



**MESA COLLEGE  
DISABILITY SUPPORT PROGRAMS & SERVICES**

**STUDENT'S HANDBOOK**

**TEST PROCTORING  
PROCEDURES**

**January, 2013**

*To comply with federal and state laws requiring Mesa College to provide an equitable testing opportunity for students with documented disabilities and to offer Mesa College faculty a confidential, reliable service.*

*Test proctoring is an opportunity for equal access to testing and does not provide an unfair advantage. Testing accommodations may vary for the same student depending on the type of test being administered, and how the student's disability impacts his/her ability to take that type of test.*

# TABLE OF CONTENTS

	<u>Page</u>
HOW TO USE TEST PROCTORING.....	2
Procedures	
Changes or Cancellations	
No Shows	
GETTING YOUR EXAM/QUIZ TO TEST PROCTORING.....	3
THE DAY OF THE TEST.....	5
APPENDIX: .....	7
Sample Forms	
➤ Test Proctoring Agreement.....	8
➤ Test Proctoring Request .....	9
➤ Test Proctoring Status Notification .....	10
➤ Test Taking Accommodations for DSPS Students (letter).....	11

## **HOW TO USE TEST PROCTORING**

### **Procedures**

1. Read Student's Handbook and complete test proctoring on-line orientation at [www.sdmesa.edu/dsps/proctoring](http://www.sdmesa.edu/dsps/proctoring) .
2. Meet with your DSPTS Counselor **once an academic year (July – June)** to complete the "Test Proctoring Agreement" form. The guideline information indicates the accommodations that you will be allowed during proctoring services for the current semester. The Test Proctoring Agreement outlines your responsibilities regarding the use of proctoring services. It indicates that the test proctoring service offered by DSPTS **may be suspended or terminated** if you do not "adhere to the written service provision policies adopted by the college". (Education Code, Title 5 Regulations, Section 56010, Questions & Answers: Student Responsibilities)

Does a college have the right to terminate DSPTS services to a student?

*Yes, a district may adopt a written policy providing for the suspension or termination of DSPTS services where a student fails to comply with any of the following:*

*(1) be responsible in his/her use of DSPTS services and adhere to written service provision policies adopted by the college; and*

*(2) make measurable progress toward the goals established in the Student Educational Contract, or when the student is enrolled in a regular college course, meet academic standards established by the college.*

*Suspension or termination policies shall assure written notice is provided to the student prior to the suspension or termination and shall afford the student an opportunity to appeal the decision. Each student shall be given a copy of this policy upon applying for DSPTS services.*

*These policies and requirements should not differ from those pertaining to all students.*

3. Pick up Test Proctoring Request form in the DSPTS Office, Room I4-405.
4. Fill out a separate Test proctoring Request form for each test. Form(s) must be **COMPLETE** and **ACCURATE**. If we do not receive a form or if the form is incomplete, **we may not be able to provide the test proctoring service**. It is the student's responsibility to make sure the Test Proctoring Request form is completely filled out.
5. Have your professor complete and sign the Test Proctoring Request form. Be sure you and your professor provide all the information in the boxed area of the form. ***In order to accommodate your testing needs properly, this information is crucial.***
6. **For Extended-Time Test Proctoring:** Test Proctoring Request forms must be turned in to DSPTS at least 5 days before the test date and at least 10 days for Midterms and Finals. Bring your form to the DSPTS Office to schedule your test appointment. **NO form, NO appointment!** Make sure you schedule enough time to complete the test during open hours.

7. **For Specialized Services:** Test Proctoring Request forms must be turned in to DSPS at least 5 days before the test date and **at least 10 days for Midterms and Finals.** Schedule your appointment with the Test Proctor. There are a limited number of spaces available for some specialized services, so the earlier you turn in the form and reserve a space, the better chance you will have of getting the date and time you desire. **NO form, NO appointment!**

*To determine whether you require Extended-Time Test Proctoring or Specialized Service see your DSPS Counselor.*

## Changes or Cancellations

If you will be late, need to change, or cancel your test appointment, please call the DSPS Office immediately or at least 24 hours before your appointment. If the office is closed, please leave a **detailed** phone message on DSPS voice mail (619) 388-2780 or TTY (619) 388-2974. You may also e-mail [dspsproctor@sdccd.edu](mailto:dspsproctor@sdccd.edu)

### Include in the message:

- Your name, CSID, email, phone number, the class, professor's name, and the date, day, and time of the test.
- Reason for change.
- *Follow through by calling us when we open to make sure the message was received and understood.*

If the test-taking window of time specified by your instructor on the Test Proctoring Request form is no longer valid, students must reschedule the test with their professors and submit a new or revised Test Proctoring Request form.

If you do not call or let us know, it will result in a "**No Show**". Notification received too late to notify the proctor will also result in a "**No Show**".

## No Shows

If you do not show up for your test appointment or are habitually late, you will receive notification of your probation status for test proctoring. If you "No Show" a second time in one semester, your DSPS test proctoring services will be **suspended**. You will need to petition your DSPS Counselor to request to have this service reinstated. Your counselor may or may not reinstate proctoring services, depending upon the outcome of the review.

*If your proctoring services are reinstated, and you again fail to show for a proctoring appointment without notifying DSPS, your proctoring services will be **terminated** for the remainder of the semester.*

## **GETTING YOUR TEST/EXAM/QUIZ TO TEST PROCTORING**

1. Make sure you understand the accommodations that your DSPS counselor authorized.
2. Complete the Test Proctoring Request form. If you need further clarification or want to change the prescribed agreement see your DSPS Counselor.
3. Before or after class, approach your professor and ask when would be a convenient time to discuss test proctoring. Make an appointment with your professor(s) or arrange to meet them during their office hours. Bring the Test Proctoring Request form *and* your copy of the Test Proctoring Agreement to the meeting with your professor.

Explain that you are a student with a verified disability receiving services through the DSPS Department and that you will be using test proctoring. Give your professor(s) an opportunity to ask questions about the proctoring process so they have a clear understanding of what is expected of them.

If you are unsure of how to discuss your disability or how much information to disclose, you may use the Test Taking Accommodations letter and see your DSPS Counselor to discuss your options.

If your professor plans to have pop quizzes, contact the DSPS counselor to discuss arrangements for testing.

If your professors have questions or concerns you are not able to answer regarding test proctoring, ask them to call the DSPS Test Proctor or your DSPS Counselor at ext. 2780.

### **DSPS Proctoring for Online Courses**

DSPS students with online courses are not required to complete the Test Proctoring Request Form. The students must request from the counselor that their instructors are notified that the student is allowed the disability-related accommodation of extended time testing.

## **THE DAY OF THE TEST**

1. Make sure you have ALL THE MATERIALS YOU WILL NEED including scantrons, pencils, paper, dictionaries, calculators, etc.
2. Check in with the Test Proctor in the DSPS office, Room I4-405.
3. **NO SHOW's**: If you did not call or contact the DSPS Test Proctor and you do not appear for a scheduled test, the test will be returned to the professor with a note attached advising him/her that you were a "no show".

However, if the "Test-Taking Window of Time" is still valid, we will hold the test until you reschedule within the window of time or until the window period expires. After that, the test will be sent back to the professor.

In either case, you will receive a written notification of a violation in procedure. ***Two violations will result in the suspension of test proctoring services for the class.***

4. **If you are LATE** for a scheduled test:

**EXTENDED TIME**: Students are responsible for keeping their scheduled appointment. Please call the DSPS Office if you will be late. Keep in mind that if you are late, you may decrease the time you have to take the test. Exceptions/special arrangements may be granted by your Counselor.

**SPECIALIZED SERVICES**: The Proctor will wait 15 minutes after the starting time of the scheduled appointment for the student. **If** the Proctor is still present, the test will be administered. **No additional testing time will be allowed.**

5. Please consider leaving all items not needed for your test elsewhere. **ALL** materials (including, but not limited to supplies, book bags, cell phones, pagers, PDAs, iPods, etc.) which are not authorized to be used during testing will be placed in a locker/room until testing is completed. Personal electronic devices are not allowed unless authorized by your DSPS Counselor.
6. Before the test is administered, students will be reminded to take care of personal needs prior to checking in (food, drink, restroom, etc.). The Proctor will advise the student that there will not be any breaks allowed during the test. Breaks will only be given to those students whose Proctoring Agreement specify that a break is allowed.

**BREAKS**: You will **not** be allowed BREAKS during testing if it is not specified on your agreement. If you think you will need breaks during testing, discuss options with your counselor. **This includes breaks to use the RESTROOM.** If you receive permission to take a break, all test materials will be turned in and held by the Test Proctor. The DSPS Office has the option of providing an escort.

The Proctor will review with the student the Test Proctoring Request form and Test Proctoring Agreement. (The Test Proctoring Agreement indicates the authorized accommodations for each DSPS student approved to use proctoring services during the current semester.) If the Test Proctoring Agreement is not in place, tests **will not** be administered. Additionally, the Proctor can only allow the use of materials indicated on the Test Proctoring Request form and the Agreement. The Proctor will

compare the pink and yellow copies of the Test Proctoring Request form. The pink copy will be followed if there are any differences.

The DSPS Proctor will ask if the student has special test taking techniques about which the proctor should know.

7. During the test, **do not** ask the test proctor anything that would not be asked of the professor during the test period. If a student has a question about an test question or problem, the student will be encouraged to answer the question as well as possible. The Proctor will write a note on behalf of the student advising the professor that the student had a question on the test. The note will be turned in with the test.

If a student displays inappropriate behavior during the exam, testing may be stopped. The Proctor will document the inappropriate behavior, submit the documentation to the DSPS Counselor, and appropriate action will be taken.

If something unusual happens during the test, the Proctor will submit in writing to the DSPS counselor a description of the incident on the day of the occurrence.

8. **USE OF UNAUTHORIZED MATERIALS:** If a student is discovered using materials not authorized on the Test Proctoring form or on the Agreement, all materials and the completed portion of the test will be confiscated. **NO WARNINGS** will be given. The proctor will stop the test and will circle in red ink all completed answers. The test may be returned to the student to complete.

**The Proctor will document everything.** Documentation, confiscated materials, and the completed test will be given to the DSPS Program Coordinator or designee on the day of the occurrence. The DSPS Program Coordinator or designee will gather all the information, immediately contact the professor and provide documentation with the returned test and indicate that he/she may wish to contact the student's DSPS Counselor. Additionally, the DSPS test proctor will share the documentation and discuss the incident with the student's DSPS Counselor.

Use of unauthorized materials means you are not following the test proctoring rules. When you the student have not adhered to the "Test Proctoring Agreement" twice, DSPS test proctoring services will be **suspended**. You will need to petition with your DSPS Counselor to request to have this service reinstated. Your counselor may or may not reinstate proctoring services, depending upon the outcome of the review. If your proctoring services are reinstated, and you again use unauthorized materials, your proctoring services will be **terminated** for the remainder of the semester.

9. After completing the test, the student turns in the test to the Proctor. The Proctor will also collect any scratch paper, etc., if directed to do so on the Test Proctoring Request form. The Test Proctor will return the completed test to the professor as specified on the Test Proctoring Request form.

**APPENDIX**

**TEST PROCTORING AGREEMENT \_\_\_\_\_academic year**

Mesa DSPS Department, Room I4-405, 619.388.2780(v) or 619.388.2974(TTY)

**ACCOMMODATION REQUIREMENTS FOR** (print) \_\_\_\_\_

CSID # \_\_\_\_\_ Phone/email: \_\_\_\_\_

Before exams can be proctored through the DSPS Office (I4-405) do the following:

1. Discuss your test accommodations with your counselor each semester.
2. Show the instructor this form (copies available in DSPS office).
3. Assist your instructor to complete a Test Proctoring Request form for each test.
4. Take completed Test Proctoring Request form to DSPS Office and schedule your test appointment.
5. Remind the instructor a few days before the test that you will be using DSPS proctoring.

**Requests must be made 5 working days in advance of the test or two weeks prior to a final exam**

**EXTENDED TIME:**

- |   |   |
|---|---|
| _____ Extended time                               | _____ Tape Recorder with Headphones         |
| _____ Quiet environment with limited distractions | _____ Spelling Dictionary, Franklin Speller |
| _____ Enlarged print test                         | _____ Reader, occasional words only         |
| _____ Calculator                                  |   |

**SPECIALIZED SERVICES** (please provide a syllabus for classes):

- |  |                                    |
|--|------------------------------------|
| _____ Alt. Media: Large print, Braille, e-text | _____ Scribe                       |
| _____ Reader (One on One)                      | _____ Sign Language Interpreter    |
| _____ Closed Circuit TV                        | _____ Audio taping (Recorded Test) |
| _____ Video Taping                             | _____ Computer                     |

Other: \_\_\_\_\_

**Student Agreement:**

I have viewed and agree to abide by DSPS proctoring policies and procedures as stated in the Student Handbook Test Proctoring Procedures and on this agreement. NOTE: Services may be suspended if your Test Proctoring Request forms are incomplete or missing. Services may be suspended for missing two (2) proctoring appointments without sufficient notification. You will be notified of suspended services. To be considered for the reinstatement of services, you must meet with your DSPS counselor. Check handbook for details [www.sdccd.edu/dsps](http://www.sdccd.edu/dsps)

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
DSPS Counselor Signature

**White:** Student

**Yellow:** Proctor

**Pink:** DSPS Counselor

**TEST PROCTORING REQUEST**  
**Mesa College Disability Support Programs & Services (DSPS)**  
**Room I4-405, (619) 388-2780 or TTY (619) 388-2409**

**STUDENT:**

Student Name: \_\_\_\_\_ CSID#: \_\_\_\_\_

Contact Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Course: \_\_\_\_\_ Day(s): \_\_\_\_\_ Time: \_\_\_\_\_

DSPS Counselor: (circle one) Jill Jansen Dawn Stoll Other: \_\_\_\_\_

5 working days are REQUIRED for all proctoring appointments. (2 weeks are REQUIRED for final exams).

Please indicate specialized services:

\_\_\_\_ scribe \_\_\_\_ reader \_\_\_\_ CCTV \_\_\_\_ audio or video support \_\_\_\_ foreign language \_\_\_\_ slides \_\_\_\_ computer

\_\_\_\_ alt. media \_\_\_\_ other: \_\_\_\_\_

**INSTRUCTOR INFORMATION:**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Email (if other than SDCCD Outlook address) \_\_\_\_\_

Test Name: \_\_\_\_\_ Contact Phone: \_\_\_\_\_

During the test in your classroom, please check the items that are used by students:

Open Book: \_\_\_\_\_ Dictionary: \_\_\_\_\_ Computer: \_\_\_\_\_ Notes: \_\_\_\_\_ Calculator: \_\_\_\_\_

Other: \_\_\_\_\_

How much time is your class given to complete the test? \_\_\_\_\_

Student may take proctored test between: \_\_\_\_\_ and \_\_\_\_\_  
Date Date

The test **MUST BE** submitted at least one working day before the test-taking window, otherwise the test will be rescheduled based on Test Proctor availability:

\_\_\_\_ Email attachment to [dspsproctor@sdccd.edu](mailto:dspsproctor@sdccd.edu)

\_\_\_\_ Hand-deliver to DSPS office (Room I4-405) Please provide a copy of the completed request form.

\_\_\_\_ Other: \_\_\_\_\_

**Note: If the test is not received one day prior to the test-taking window, the test may need to be rescheduled.**

Test will be sent via campus mail to your mailbox — mailbox-room # \_\_\_\_\_

Instructor will pick up the completed test at DSPS office.

Instructor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**DSPS USE:**

*Appt. Date & Time* \_\_\_\_\_

*Staff  
Initials*

*Student  
Initials*

**NOTE:** \_\_\_\_\_

DSPS provides test proctoring to students with disabilities, providing students an equal opportunity to demonstrate subject mastery. Instructors may personally provide test proctoring services to students. Please contact a DSPS Counselor with any questions.

WHITE: Student

YELLOW: DSPS Office

PINK: Professor

# Mesa College Disability Support Programs and Services

## Test Proctoring

### STATUS NOTIFICATION

Date: \_\_\_\_\_

To: \_\_\_\_\_

Counselor: \_\_\_\_\_

From: \_\_\_\_\_  
DSPS staff

During an appointment with your DSPS Counselor, you signed a DSPS “Test Proctoring Agreement” form, indicating that you agree to abide by the DSPS Proctoring policies and procedures. You also viewed a copy of the “Student Handbook for Test Proctoring”, online.

The form states that services may be suspended if the Test Proctoring Request forms are incomplete or missing, or you did not make an appointment in advance with the office staff. Violation of these policies will result in a suspension of proctoring services for the specific class. Services will also be suspended for missing two (2) proctoring appointments without prior notification. Following a suspension of services, you may meet with your DSPS counselor to request reinstatement of proctoring services. Your counselor may or may not reinstate your services, depending upon your reasons.

On \_\_\_\_\_, the following occurred:

\_\_\_\_\_ You did not completely fill out the Test Proctoring Request Form.

\_\_\_\_\_ You did not schedule your proctoring appointment in advance.

\_\_\_\_\_ You did not have current semester Proctoring Guidelines.

\_\_\_\_\_ You were absent from your scheduled proctoring appointment, without prior notification to DSPS.

Course: \_\_\_\_\_

Instructor: \_\_\_\_\_

Appointment: \_\_\_\_\_

Other: \_\_\_\_\_

\_\_\_\_\_

This is your:

\_\_\_\_\_ First notification

\_\_\_\_\_ Second notification: Services are **suspended**. See your DSPS Counselor to petition for service reinstatement before your next exam. You will not be allowed to take future exams with DSPS until services are reinstated. Your counselor may or may not reinstate services depending upon the outcome of the review.

\_\_\_\_\_ Third notification: Services **terminated** upon violation of reinstatement.

**White:** Student

**Yellow:** Proctor

**Pink:** Counselor



**Re: TEST-TAKING ACCOMMODATIONS FOR DSPS STUDENTS**

Dear Professors:

According to Federal Law, many students who have disabilities are eligible to take their tests with extended time or with other accommodations. Because many Mesa College professors do not have offices or assistants to meet test proctoring needs, DSPS has made arrangements to assist professors by providing proctoring services for DSPS-registered students. You can find information about our process at [www.sdmesa.edu/dsps](http://www.sdmesa.edu/dsps). This introduction letter is provided to give you basic information about your student's request to access the test proctoring service at Mesa College.

To confirm eligibility for test proctoring accommodations, the professor is encouraged to request that the students show you the Test Proctoring Agreement form completed by the DSPS counselor. Please keep in mind that the information you view is confidential. Please contact the DSPS counselor if you have any questions about the accommodation. It may be appropriate for the professor to personally provide test proctoring when the professor and student can agree upon the proctoring arrangements.

The student will:

- Discuss test accommodations with DSPS counselor each semester.
- Show the instructor the DSPS Test Proctoring Agreement form.
- Assist the instructor to complete a Test Proctoring Request form for each test.
- Give instructor the pink copy of Test Proctoring Request form.
- Take completed Test Proctoring Request form to DSPS Office and schedule test appointment at least five (5) days before the test taking window.
- Remind the instructor a few days before the test of the Test Proctoring appointment.

The instructor's assistance is needed to:

- Email the test to [dspspactor@sdccd.edu](mailto:dspspactor@sdccd.edu) at least one day before the test-taking window.  
*Tests can also be dropped off in the DSPS Office (14-405) and must include the pink copy of the Test Proctoring Request form.*
- Receive the completed test as you indicated on the Test Proctoring Request form.

The DSPS Department will:

- Determine reasonable accommodation(s) for the student.
- Receive test and pink copy of Test Proctoring Request form (for hand delivered tests) from Instructor.
- Maintain confidentiality of test.
- Uphold DSPS test proctoring regulations [sdmesa.edu/dsps/proctoring](http://sdmesa.edu/dsps/proctoring).
- Document use of service, notify instructor of incident(s) as necessary.
- Return test to Instructor as specified on Test Proctoring Request form or e-mail instructions.

Sincerely,  
DSPS Department  
619-388-2780, FAX 619-388-2460